

Wyoming Relay 2010 FCC Complaint Report

6/1/09 to 5/31/10

CapTel--Complaints

Customer stated they are unable to place a call using CapTel. Customer stated that they are unable to connect to a CapTel OPR. Customer also stated they are no longer receiving caller ID. Customer has long distance service with Qwest.

Inquire Date 1/11/2010
Record ID 20634
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 1/11/2010
Resolution Date 1/11/2010

Customer Service explained that Qwest customers must have CapTel do a soft reboot in order for their device to work correctly. Customer was directed to CapTel customer service. Customer understood.

CapTel--Complaints

Customer requested a home visit as their CapTel equipment appears to have quit working. Customer stated they have Qwest as their provider in the home.

Inquire Date 3/22/2010
Record ID 20987
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 3/25/2010
Resolution Date 4/15/2010

Customer Service forwarded contact information to the Outreach Coordinator to schedule a home visit. Outreach Coordinator referred to local WY Relay personnel at WY Vocational Rehabilitation, who were able to resolve the customer's issue. Customer was satisfied.

CapTel--Complaints

Dialing/Setup - Call Waiting.

Inquire Date 12/15/2009
Record ID 158275
Call Taken By CTI
CA Number
Responded By T.J.
Response Date 12/15/2009
Resolution 12/15/2009

Advised customer of proper programming of Call Waiting block for successful outbound captioned calling. Confirmed this adjustment resolved customer's experience.

External Complaints--LEC Busy

Customer stated that they had no dial tone on their home phone line.

Inquire Date 6/19/2009
Record ID 19541
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 6/22/2009
Resolution Date 6/22/2009

Assistant Operations Manager emailed customer and directed them to their local telephone provider to check their phone line. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 6/29/2009
Record ID 23171
Call Taken By Customer Service
CA Number
Responded By Johna
Response Date 6/29/2009
Resolution 6/29/2009***

Customer has been receiving fraudulent phone calls through the relay and inquired what could be done.

WY Vocational Rehabilitation answered the customer's questions, provided literature via mail, and directed them to local law enforcement. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 8/20/2009
Record ID 19933
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 8/20/2009
Resolution Date 8/20/2009***

Customer has been receiving fraudulent phone calls through the relay and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company and report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time the call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 8/27/2009
Record ID 19990
Call Taken By Supervisor
CA Number
Responded By Michelle
Response Date 8/27/2009
Resolution Date 8/27/2009***

Customer has been receiving fraudulent phone calls through the relay and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company and report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time the call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 12/7/2009
Record ID 20447
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 12/7/2009
Resolution Date 12/7/2009***

Customer contacted the Wyoming Vocational Rehabilitation office concerning a recently received fraudulent call.

WY Vocational Rehabilitation answered the customer's questions, provided literature via mail, and directed them to local law enforcement. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

Customer contacted the Wyoming Vocational Rehabilitation office concerning a recently received fraudulent call.

***Inquire Date 2/4/2010
Record ID 20746
Call Taken By Customer Service
CA Number
Responded By Johna
Response Date 2/4/2010
Resolution Date 2/4/2010***

WY Vocational Rehabilitation answered the customer's questions, provided literature via mail, and directed them to local law enforcement. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

Customer has been receiving fraudulent phone calls through the relay and inquired what could be done.

***Inquire Date 2/24/2010
Record ID 20854
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/24/2010
Resolution Date 2/24/2010***

Customer Service suggested that the customer contact their local telephone company and report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time the call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

Customer has been receiving fraudulent phone calls through the relay and inquired what could be done.

***Inquire Date 3/4/2010
Record ID 20979
Call Taken By Customer Service
CA Number
Responded By Johna
Response Date 3/4/2010
Resolution Date 3/4/2010***

WY Vocational Rehabilitation answered the customer's questions, provided literature via mail, and directed them to local law enforcement. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

Customer has been receiving fraudulent phone calls through the relay and inquired what could be done.

***Inquire Date 4/7/2010
Record ID 23172
Call Taken By Customer Service
CA Number
Responded By Johna
Response Date 4/7/2010
Resolution 4/7/2010***

WY Vocational Rehabilitation answered the customer's questions, provided literature via mail, and directed them to local law enforcement. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

Inquire Date 5/10/2010

Record ID 21271

Call Taken By Lead CA

CA Number

Responded By Candance

Response Date 5/10/2010

Resolution 5/10/2010

Customer has been receiving fraudulent phone calls through the relay and inquired what could be done.

Lead CA suggested that the customer contact their local telephone company and report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time the call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

Inquire Date 5/25/2010

Record ID 21274

Call Taken By Customer Service Rep

CA Number

Responded By Johna

Response Date 5/25/2010

Resolution 5/25/2010

Customer has been receiving fraudulent phone calls through the relay and inquired what could be done.

WY Vocational Rehabilitation answered the customer's questions, provided literature via mail, and directed them to local law enforcement. Customer understood.

***Service Complaints—Didn't follow
database instructions***

Inquire Date 2/19/2010

Record ID 20852

Call Taken By Customer Service

CA Number

Responded By Tina

Response Date 2/19/2010

Resolution 2/19/2010

Customer stated that the CAs are not following his profile instructions. Customer stated that his long distance carrier is Bresnan Communications, but the CAs say it is not appearing correctly at the workstation.

Customer Service verified that the profile was set correctly and explained that the resell carrier will show at the workstation not Bresnan Communications. Customer Service apologized and stated that the CAs would be counseled. CAs have been counseled and customer understood.

***Technical Complaints--Carrier Choice not
Available/Other Equal Access***

Inquire Date 10/19/2009

Record ID 20273

Call Taken By Supervisor

CA Number

Responded By Tina

Response Date 10/19/2009

Resolution Date 10/19/2009

Customer requested Mid-Continent Communication for their long distance provider through the relay.

Supervisor explained that Mid-Continent Communication was not a participating provider through the relay. A profile with an alternate provider was offered, but customer refused. Customer Service contacted the provider and discovered that they do not offer service in the state of Wyoming. Customer was notified.

Technical Complaints—Garbled Message

Inquire Date 8/21/2009
Record ID 20004
Call Taken By Supervisor
CA Number
Responded By Lori
Response Date 8/21/2009
Resolution 8/21/2009

Customer stated his girlfriend is receiving garble when placing a call using her VCO equipment with the cell phone.

Supervisor made some suggestions on how to clear the garble and offered to do test calls with the customer. Four test calls were placed and every other call was garbled. Supervisor stated that Customer Service would return a call to the customer. Customer Service has attempted to reach the customer but there has been no answer.
